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**From:** O'Brien, Elisabeth (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=ELISABETH.O'BRIEN]  
**Sent:** 8/9/2006 6:22:21 PM  
**To:** Khan, Annie (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=Annie.Khan]  
**Subject:** FW: Pre Installation Packet - PO#C73100004907  
**Attachments:** 7683A 7683B series Automatic Sampler SP.pdf; 6890 series GC QRG Agilent.pdf; 6890 series GC SP Specifications.pdf

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**From:** Stevenson, Allan (DPH)  
**Sent:** Wednesday, August 09, 2006 2:22 PM  
**To:** Salemi, Charles (DPH); Piro, Peter (DPH); O'Brien, Elisabeth (DPH); Saunders, Della (DPH); Lawler, Michael (DPH)  
**Subject:** FW: Pre Installation Packet - PO#C73100004907

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**From:** Isca\_install@agilent.com [mailto:Isca\_install@agilent.com]  
**Sent:** Wednesday, August 09, 2006 1:53 PM  
**To:** Stevenson, Allan (DPH)  
**Subject:** Pre Installation Packet - PO#C73100004907

**RE:** Agilent Technologies Sales Order No.: [REDACTED]  
Customer Purchase Order No.: C73100004907  
6890N Network GC System, 7683 Autosampler tray module

Dear Allan:

Thank you for your recent order from Agilent Technologies. Please be aware that your purchase includes:

- Installation
- Familiarization Services
- 15% "Welcome Discount" on Supplies

We encourage you to read this valuable information and details about the installation of your new instrumentation and services.

Once your instrumentation has arrived and your site is prepared, please call Agilent at **1-800-227-9770**. Press "3" to schedule the installation of your instrument. Please have your Agilent Sales Order Number available, mentioned above. An Agilent Certified Support Representative will perform the installation within 20 days of your call. Please wait for your Agilent support representative to arrive before unpacking your instrument. If it's necessary to delay your installation, we ask that you please contact us immediately at the aforementioned toll-free number.

It is equally important to obtain the necessary supplies, to help you get the results you need. We have enclosed a Quick Reference Guide which lists supplies for your instrument, which are eligible for the 15% "Welcome Discount". For more information on your 15% "Welcome Discount", visit [www.agilent.com/chem/exclusiveoffers](http://www.agilent.com/chem/exclusiveoffers). To place your Supplies order, simply call us at **800-227-9770** and press "1", "1", or place your order online at [www.agilent.com/chem/store](http://www.agilent.com/chem/store). Refer to Promotion Code 7.18 and again, have your Agilent Sales Order # available.

While installation includes system setup and checkout, familiarization provides hardware and software overviews by your Agilent support representative. The enclosed installation and familiarization documents provide the details of these processes. Please have the specific system operators present during installation and familiarization, as this is the time when the training will occur.

Additional services, including in-depth training, customization of software, application consulting, system testing with customer samples, and connection to non-Agilent instruments, are available. Ask your support representative for details or visit our web site.

Finally, your system's warranty begins on the day your installation was completed by your Agilent support representative. If you request an installation delay, please be aware that the warranty period begins automatically 31 days after your system is shipped (61 days for international shipments). Payment terms are net 30 days from the instrument ship date.

If your system includes a personal computer, which was purchased separately, be sure the PC has a comparable configuration and operating system that meets Agilent's recommendations, as per the *ChemStation Specification Guide*.

Again, thank you for your purchase from Agilent Technologies. We look forward to serving your future analytical instrument needs. In the meantime, if you have additional concerns or questions, please don't hesitate to contact us.

Sincerely,

**Agilent Technologies, Inc.**  
**1-800-227-9770**

*NOTE: Please have this packet available when scheduling installation and for the Agilent support representative upon arriving to install your system.*

For your convenience, over 40 different training courses are offered in cities throughout the U.S. and Canada. We offer one-day introductory level courses, multi-day courses on advanced topics, and troubleshooting and maintenance. Information on course content, dates and locations can be found on Agilent's Customer Education website: [www.agilent.com/chem](http://www.agilent.com/chem)

On-site courses are also available and can be tailored to meet your specific needs. Dates, locations, topics, and other logistical matters are determined when you call. For more information regarding customized onsite training or to register for one of our regularly scheduled courses, please call **1-800-227-9770**.

Please note: These attachments are either in Microsoft Word or Adobe Acrobat Reader formats. If you do not have Adobe Acrobat Reader installed on your PC, you can download it for free on their website:

<http://www.adobe.com/products/acrobat/readstep2.html>